



Welcome to our first newsletter of this, a most unique academic year. While we've changed a lot about how we deliver education this year, blending face-to-face with online teaching and learning support, our commitment to the integrity of the education and the priority we place on supporting our students during their studies to achieve their goals remains the same.

Whether the student in your family has just started their studies here at Royal Holloway or are returning to their studies, as parents and supporters we recognise that you have an important role in supporting them through their academic journey.

With this newsletter our aim is to keep you informed of news from Royal Holloway and provide you with advice on how you can support your student so that they can make the most of their time here.

Our first newsletter includes information on how we are operating in response to the coronavirus (Covid-19) pandemic. In these uncertain times I recognise that you may be concerned and I'd like to take this opportunity to reassure you that the health and wellbeing of our students, staff and wider community is of the utmost importance to us.

Best wishes,

Professor Paul Layzell
Principal

Keeping our community safe

In response to the global pandemic, over the summer, colleagues from across the College and the Students' Union have put in place a raft of measures designed to create a covid-secure campus and support student life during this most unusual year. The health and safety measures and restrictions we have in place in response to Covid-19 reflect government guidelines and are designed to help protect our students, everyone on campus and the wider community. We are proud that our preparations and plans for a covid-secure campus have been approved independently in three

areas. The first is a Covid Secure Guideline Verification certificate from the NQA which verifies that we have met the relevant guidance and best practice to mitigate the transmission of Covid-19 in accordance with government guidelines. The other two cover our catering outlets and residences with Visit Britain awarding the university its 'Good to Go' Covid-19 industry standard and consumer mark. You can find out more [here](#).

Find out more about our covid-secure campus.

Staying safe and informed about Covid-19

We are encouraging our students to follow the advice below:

Do Wash your hands, wear a face covering and social distance

Do Download the **NHS Test and Trace app**

Do Follow the advice and **legal guidance** to protect you, your family and friends and our whole community, and **avoid a fine**

Do Learn what the symptoms of coronavirus are

Do Self-isolate and **book a test** if you have symptoms (There's a testing site on campus and appointments can be booked through the NHS)

Do Self-isolate if one of your household has symptoms and we'll support you

Do Let us know if your test is positive – **fill in this form** and we'll support you

Do Make the most of our covid-secure teaching and learning, support, services and events

Do Know that we're here to support you in getting the best education and student experience you can during this pandemic

Don't Put yourself and others at risk - we all have to **play our part** to help.

In addition to the above advice, we have an extensive public health campaign running on campus, following guidance from Surrey County Council and Public Health England. Our Hall Life teams are advising students in our halls about social distancing and hygiene rules and guidelines and our outreach teams are delivering similar messages to students living in private accommodation off campus.

Support available for our students

There is guidance on the student intranet if students are feeling unwell and are not sure what to do.

If students find themselves having to self-isolate because they or a member of their household has symptoms or have tested positive for Covid-19, we have plans in place to support them through this understandably difficult and stressful time. More information is available on the **student intranet**. We can help make things as comfortable as possible for them - whether they're on campus and

living in one of our halls of residences or if they're living in the local community. Click [here](#) to find out more.

We're living through events that are unprecedented in our lifetime and we're committed to supporting the mental health of our students. Wellbeing support is available to students, both in person and online. You can find out more information about the support available [here](#).



2020/21 Information Hub

The **2020/21 Information Hub** on the student intranet is full of useful information for students including their academic experience and how, as a community and as individuals, everyone has a part to play in keeping our community safe. We encourage our students to check back regularly for updates, as information will continue to be added and updated.

Students returning home for the festive period

You may have seen media reports about students returning home for Christmas. The Secretary of State for Education has issued the **following statement**, and we await the guidance described and will keep our students updated via our weekly newsletter, social media and information displayed around campus.